



**Combined Public Communications, LLC**  
*Inmate Telecommunications General Service Agreement*

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Combined Public Communications, LLC (hereafter "CPC"), with its principle place of business located at 100 Aqua Drive in Cold Spring, Kentucky 41076 and the Transylvania County Sheriff's Office (hereafter "Customer") with its principle place of business at 153 Public Safety Way, Brevard, ND 28712 agree as follows:

**Exclusive Agreement**

Customer agrees to exclusively permit CPC to install the Inmate Telecommunications System (hereafter "ITS") that will process pre-paid calls, including local and long-distance traffic, and associated hardware and software within all pre-existing and future jail and / or detention facilities. CPC shall also be the exclusive provider of all related existing and future inmate communications and personal inmate communication devices which include, but are not limited to, voice, data and video communication. Communications and communication devices include, but are not limited to, phone calls, messaging applications, email, mail scanning and video. CPC and Customer agree that no other type of inmate personal communication devices will be installed in the jail / detention facility for inmate use without written agreement between both parties.

**CPC Equipment:**

The ITS and all associated equipment installed under this agreement shall remain the sole and exclusive property of CPC. Customer will promptly report to CPC misuse, destruction, or vandalism of the system and associated equipment. Customer will not use the ITS for Customer's business purposes nor list or advertise in any manner the telephone numbers of the ITS without the prior written consent of CPC.

**Customer Access to Equipment and Reports:**

CPC will provide Customer with password protected access to the ITS, allowing Customer's staff to monitor and record calls and run call detail reports. Call detail reports will be stored off site at a secure CPC location. CPC technicians will train Customer's authorized staff on the usage of the system.

**Service Agreement:**

All service and maintenance of the ITS will be the sole responsibility of CPC.

**KIOSK and/or Vending Machine:**

Customer agrees to exclusively permit CPC to install a KIOSK and/or vending machine(s) for the purpose of selling prepaid talk time minutes and any other inmate communication services to the inmate or friends and family. The KIOSK or vending machine location(s) will be agreed upon by the Customer and CPC and remain operable and on site throughout the term of the Agreement. CPC technicians will service, stock and maintain the machine(s).

**Agreement Term:**

This agreement will remain in force and effective for forty-eight (48) months from the Commencement Date. Unless written notice delivered to either party at least ninety (90) days prior to the initial term or any renewal term of this Agreement, this Agreement shall automatically renew at the end of the initial term upon the same terms and conditions as set forth herein.



**Commission:**

Commission is paid monthly to the Customer based upon total talk time usage and is agreed as follows:

Prepaid Calling: Sixty-two (62%) of talk time used; this includes direct pay and all prepaid revenue streams which include: prepaid talk time sold over the phone from CPC's customer service center, prepaid talk time sold through the web site [www.inmatesales.com](http://www.inmatesales.com), prepaid PIN debit from a KIOSK, prepaid calling cards sold from the jail commissary, a vending machine or KIOSK, and inmate voicemail.

CPC will pay the Customer a guaranteed thirty-four dollars (\$34.00) per inmate per month or sixty-two (62%), whichever is greater. CPC will pay the additional commission on each contract anniversary.

**Additional Equipment:**

CPC will provide 2 additional CPC-Vision units at not cost to the Customer bringing the total units to 18. CPC will add 1 portable cart telephone for isolation cells at not cost to the Customer.

**Bonus:**

CPC will provide Customer with a Technical Grant of thirty-one thousand dollars (\$31,000.00) at the rate of seven thousand, seven hundred fifty dollars (\$7,750.00) per year. This Technical Grant can be used for any technology or improvement needs of the Sheriff's office/ jail. At the end of the term of this agreement, CPC will own the current video visitation system.

**Courtesy Calling Cards:**

As a courtesy, if requested, CPC will provide monthly, complementary calling cards that permit local and long distance calling within the United States. The number of complementary calling cards will be allocated monthly and based upon the average number of bookings per month; the complementary calling cards may be adjusted at CPC's discretion, depending upon the jail's needs.

**Additional Investigative Tools**

The CPC investigator's Toolbox (CPC-ITB) is a feature that can be added to Customer's installed ITS solution. Customer should initial one of the following options regarding this technology:

\_\_\_\_\_ Option 1: Customer would like to utilize the CPC-ITB program. A non-commissionable penny (\$.01) will be added to the current calling rate and go towards funding this platform in its entirety.

\_\_\_\_\_ Option 2: Customer is not interested in using the CPC Investigator's Toolbox.

**Pin Debit Transfers:**

Customer may ask CPC to interface with Customer's commissary services provider for the purpose of allowing phone time Pin Debit transfers from an inmate's commissary trust account into an inmate's prepaid phone time account with CPC. As such, deposits will be made into the commissary trust account for the benefit of inmates and collected by and held by Customer. At the time an inmate initiates a transfer to Vendor to purchase prepaid phone time, CPC's system will recognize the prepaid purchase, but Customer will continue to hold the cash deposit. At the end of each month, CPC will invoice Customer for the total amount of inmate-initiated transfers from the commissary trust account to purchase phone time.

Customer agrees that payment terms for this invoice will be "due upon receipt" and will be paid to CPC directly from the commissary trust fund. Additionally, at the request of CPC, Customer agrees to work with CPC to establish a direct ACH transfer to transfer money from the commissary trust account to CPC for the total amount of commissary pin debit transfers. In the event that an invoice remains unpaid for greater than





30 days, CPC, in its sole discretion, may withhold payment of any commissions or other payments due to Customer until the past due invoice has been paid. Customer explicitly agrees that non-payment of commissions or other payments due to past due invoices does not constitute a breach of the Agreement.

**Taxes, Regulatory & Network Fees:**

Taxes, regulatory and service fees are deducted at the point of sale; network connection costs are deducted from the total talk time usage.

**Calling Rates:**

CPC will charge telephone rates allowed by tariff, if applicable. The rates may be amended by CPC and the customer.

**Liability:**

CPC will have no liability for damage to Customer's premises from the installation, use or removal of the ITS or associated equipment unless such damage is the result of negligence of CPC agents or employees. Customer agrees that all recordings required to be obtained and stored as part of providing services under this Agreement are property of the Customer. Customer further agrees that CPC will have no liability for the content of recordings on behalf of the Customer.

**Indemnification:**

As further consideration for this agreement for installation of inmate telephones in the jail, CPC hereby agrees to indemnify and hold harmless the Customer in any and all claims arising by reason of allegations of excessive charges in violation of any state or federal statute or regulatory ruling. In the event of future legislation or administrative regulation materially alters the charges which may be made by CPC, CPC agrees to abide by any such statute or ruling and bring their conduct of charges into compliance with said authority. In the event that any future legislation or administrative regulation materially alters the terms of this agreement, this Agreement shall, at the option of either party, be subject to re-negotiation between the parties.

**Regulatory Changes:**

In the event that new and/or revised government regulations prevent CPC from providing commission or services to the Customer, CPC will have the right to renegotiate this Agreement with the Customer.

**Uncontrollable Circumstances:**

CPC reserves the right to renegotiate this Agreement if circumstances arise outside our control related to acts of God, change in call rates, regulations, operations mandated by law, reduction in inmate population or capacity, material changes in jail policy or economic conditions.

**Maintenance and Repair:**

CPC may remove or replace the ITS or associated equipment from any given location when damage to the system or associated equipment, whether by vandalism or otherwise, warrants removal. CPC, with the consent of Customer, may adjust the number of inmate telephones at the premise when, in CPC's judgment, the revenue generated by the existing inmate telephones warrants such adjustments.

**Termination:**

Either party may terminate this Agreement in the event that the other party materially fails to perform its obligations under this Agreement and said material failure shall continue for a period of thirty (30) days after written notice to the defaulting party of said failure is given. In the event any governmental tariff or regulation prevents CPC from providing services or such tariffs or regulations make continuation of this agreement impractical for economic reasons or otherwise, then CPC at its sole discretion may terminate this Agreement without liability. In the event of a termination of this Agreement for any reason, the Customer



agrees to allow CPC access to the facility in order to remove all equipment, including but not limited to inmate telephones and all associated equipment. CPC agrees to remove the equipment within thirty days after termination of this Agreement.

**Resolution of Disputes:**

Any and all disputes arising under this agreement shall be brought in a court of appropriate venue and competent jurisdiction.

**Authority to Represent:**

Each party to this Agreement warrants and represents that they have the unrestricted right and prerequisite authority to enter into and execute this Agreement, to bind the respective party, and to authorize the installation and operation of the equipment. Furthermore, signing this document confirms to CPC that the detention facility described herein is not under a contract with any other inmate telephone provider. The undersigned has the authority and hereby directs CPC to install their inmate telephone system. The rights and obligations of this Agreement will be binding and shall inure to the benefit of the respective parties, their subsequent owners, successors, heirs, and assignees.

IN WITNESS WHEREOF, the parties hereto intending to be legally bound, have executed this Agreement to be effective beginning on the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ (the Commencement Date). Any and all previous contracts and agreements entered into between these parties are null and void.

Signed this 9<sup>th</sup> day of April, 2019.

Customer

CPC

Jaime Laughter  
Signature

\_\_\_\_\_  
Signature

Jaime Laughter County Manager  
Print Name and Title

\_\_\_\_\_  
Print Name and Title



### **Call Rates**

Prepaid calling within the U.S.	\$0.20 per minute
Prepaid International Calling	Begins @ \$1.00 per minute, a list of countries and costs will be supplied to customer

### **Service Level Agreement**

Response time:

An individual phone outage:	24 hours
Section of the building outage:	4 hours
Complete system wide outage:	2 hours

A routine service failure with no impact on the administrative functions of the system such as an individual phone outage, repair time is 24 hours.



Commission Address

Commission check made out to: Transylvania County

Commission check mail address:

(Name): Transylvania County

(Street address): 101 South Broad Street

(City): Brevard

(State): North Carolina

(Zip): 28712

Authorized Representative's Signature: Jonathan M Griffin

Print Title and Name: Jonathan Griffin, Finance Director